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Date: 07 July 2020

To: All NSI Guarding Gold and Guarding Silver approved companies and applicants

TECHNICAL BULLETIN No: 0053

Publication of BS EN BS 10800:2020 – Code of practice for the provision of security services

BS 10800 was published on the 30th April 2019 and is available from the BSI or NSI as an individual purchase. Due to BSI standards publication rules the standard will not be available as a download via the NSI approved company Standards on Subscription service until October 2020.

Implementation timescale for applicant companies

New applicant companies will be audited against BS 10800:2020 with immediate effect and any Improvement Needs recorded against clauses of the Standard will have to be satisfactorily addressed before approval can be granted.

Where an application for approval was already in progress with the NSI before the date of this Technical Bulletin, then the approval will continue to progress against the appropriate standards.

Implementation timescale for existing approved companies

Existing NSI approved companies will be required by NSI to be compliant with BS 10800:2020 by the 31st March 2021.

Implementation audit cost adjustment

To allow the appropriate audit time for this new standard, which introduces a large element of organisation quality management similar to ISO 9001, NSI Silver companies will require an extra audit day for their initial audit and some companies may also need an additional day for ongoing surveillance audits. Guarding silver companies will require a quote from the NSI applications team before an audit is booked. NSI Gold companies who already have generic organisation quality management covered through their certification to ISO 9001 will not require any additional audit days.

Details of this new standard

BS 10800 has been introduced by the BSI to bring the standards for the security services sector in line with International standards such as ISO 9001:2015.

There is commonality across security services standards which include door supervision, close protection, cash in transit, security dogs, events security, CCTV management and operation, investigative services, provision of lone workers as well as static site guarding, mobile patrols and keyholding, etc. The BSI GW3 committee decided to restructure standards relevant to security services providing this newly released BS 10800:2020 as an overarching standard, which contains common information from each standard, with individual sector-specific standards containing the specific elements of each sector.

BS 10800:2020 is a strategic overarching standard containing context of the organisation, top management commitment, risks and opportunities, support, operations and performance evaluation. This ensures that strategy, risk-based thinking and the documented information are in place so that the foundations of an organisation are robust and resilient.

Each of the current relevant security services standards will be updated to the sector-specific format in due course.

The introduction to BS 10800:2020 details the way an organisation can manage the provision of security services at a strategic level. The code of practice follows the high-level structure of the ISO standards, i.e. ISO 9001:2015. The scope gives recommendations for the management, staffing and operation of an organisation providing security services.

The standard includes the strategic and generic information for security service organisations (such as context of the organisation, management commitment, planning and support), operation of the security service provider and performance evaluation and outlines best practice.

Those organisations that already work to ISO 9001:2015 quality management systems will be familiar with the requirements of a management system standard as follows:

- Context of the organisation requires organisation to determine the external and internal issues that could affect the strategic direction.

- Internal issues could include staff performance, competence, culture, infrastructure and overall performance of the organisation.

- Organisations often conduct a PESTLE analysis (political, economic, social, technological, legal, environmental analysis) and a SWOT analysis (strengths, weaknesses, opportunities, threat) to identify the external issues.

- Interested parties can include staff, customers, stakeholders, regulators, insurers, financial institutions, e.g. banks or building societies, suppliers, competitors and any other business that has a vested interest in the organisation.

BS 10800 requires top management, who control the strategic direction of the organisation, to be accountable and demonstrate leadership and commitment by setting specific, measurable, achievable, relevant and time bound objectives.

Top management are also required to show their commitment to ensure that there are sufficient resources and infrastructure in place to meet the requirements of the standard, to monitor and manage service delivery to the sector-specific codes of practice and to ensure that customers' and regulatory requirements are met and promoting continued improvement.

Business risks and opportunities can be achieved through analysing strengths, weaknesses, opportunities and threats, with the addition of consideration of controls and mitigation to address any issues or shortfalls identified.

The standard requires that the organisation to be aware of the customers' security risks and threats to ensure that the organisation and its staff understand the requirements and agree an appropriate approach to safeguarding customer's assets. The organisation should take this into account when deciding on the level of service provision through site surveys, risk assessments and site or operational instructions.

The standard requires an organisation to consider the internal and external communications relevant to the business, including what, when, how and with whom it communicates.

Documented information specified in the standard relates to the organisation's documents to ensure the documents are controlled, clear, relevant, fit for purpose and the most up-to-date version is available at the point of use.

Annex A of the standard is normative and details the terms and conditions of employment, disciplinary and grievance code and health.

The rest of the clauses within the standard are similar to those that are already in existence within each sector code of practice or are self-explanatory.

The standards layout will assist with the integration with ISO 9001:2015 and enable both a strategic standard – the overarching BS 10800 standard – and a sector specific standard allowing companies to purchase additional standards without having to pay for duplicated information.